



Warmline
Canterbury/West Coast



Mā te wheako ngā runga i te waea ki te tautoko i te iwi kite mate hinengaro.

Using shared experience over the telephone to support people experiencing psychological distress.

0800 89WARM or 0800 89 9276 or 379 8415

What is Warmline?

A telephone peer support service for people living in Canterbury and the West Coast, who are experiencing psychological distress. Calls are answered by people who have had personal experience of mental illness and or addictions. It is not a crisis line, but a “non crisis listening service” which aims to assist callers to work out solutions for themselves. During these hours people do not always have easy access to mental health services or natural supports. For many people these times can also be the most isolating and anxiety provoking periods.

How can Warmline help?

- Provide a confidential listening ear
- Help the caller to clarify the situation and/or their responses/feelings
- Validate feelings and experiences
- Assist the caller to identify effective coping strategies
- Provide hope that recovery is possible

What is Peer Support?

- There is mutual responsibility across peer relationships.
 - Being clear and setting limits.
 - Peer support provides a safe place to be yourself.
 - Promotes critical learning and the renaming of experiences.
 - The culture of peer support provides a sense of community.
 - There is great flexibility in the kinds of support provided by peers.
 - Activities and conversations are about mutual learning.
- (Based on work by Shery Mead)

Warmline Operators

Warmline Operators are Volunteer Peer Supporters who have had personal experience of mental illness. They are well trained, mentored and supported.

Warmline Feedback

“I used to go to Emergency Services once a week or more and took regular overdoses. Now I don’t do either because I phone Warmline.”

“It’s good to talk to someone who’s been there, someone who knows.”

“It’s great to have a listening ear, helps me through the night having talked to someone.”

If you require more information or would like to receive our publicity materials, please contact :

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